I claim:

1. An open-architecture system for queue management of users that is hardware independent, said system comprising:

at least one Web-based server for an organization containing the logic and central systems functions;

a Web client application allowing interaction between the users and said web-based server, and accessible through a browser on client workstations;

a database installed on an Structured Query Language (SQL) server for record maintenance and

interactions with said web-based server and said client application;

an announcer server for activating at least one of at least one of the following:

displays; and

speakers,

according to orders from said at least one Web-based server; and

an automated receptionist for issuing tickets to, and otherwise interacting with, users.

2. The system according to claim 1, based on .NET technology.

3. The system according to claim 1, wherein said receptionist issues tickets via an automated ticket printer.

4. The system according to claim 1, wherein standard hardware may be attached to the system.

5. The system according to claim 4, wherein the system communicates with said standard hardware using standard drivers, for at least one of at least one of the following:

printers; and

speakers.

6. The system according to claim 4, wherein the system communicates with said standard hardware using specially customized drivers.

7. The system according to claim 1, wherein said Web client application is accessible through a browser on a handheld device.

8. The system according to claim 1, wherein said browser is used for other business applications.

9. The system according to claim 1, wherein said standard hardware comprises at least one wireless device.

10. The system according to claim 1, wherein the system inserts personal information into the ticket.

11. The system according to claim 1, wherein the system inserts personal information onto a display screen.

12. The system according to claim 1, wherein the system prints forms to be filled out.

13. The system according to claim 1, wherein the system prints marketing brochures.

14. The system according to claim 1, wherein the system administration functions comprising at least one of the following:

hardware configuration;

business logic; and

user ID and passwords

can be performed from anywhere in said enterprise.

15. A method for an open-architecture .Net system for management of users comprising:

at least one Web-based server for an organization containing the logic and central systems functions;

a Web client application allowing interaction between the users and said Web-based server, and accessible through a browser on client workstations;

a database installed on an Structured Query Language (SQL) server for record maintenance and interactions with said web-based server and said client application;

an announcer server for activating at least one of at least one of the following:

displays; and

speakers,

according to orders from said at least one Web-based server; and

an automated receptionist for issuing tickets to, and otherwise interacting with, the users,

the method provides for queue management of users that is hardware independent, the method comprising:

scheduling, wherein the user contacts the secretary or a call center;

arriving, wherein the user arrives at the reception center and approaches the kiosk;

waiting, wherein the user waits until called; and

servicing, wherein the user and agent interact.

16. The method according to claim 15, wherein waiting further comprises abandoning, wherein the user leaves the queue.